

DVTel Global Services

Gold Service Level Agreement (SLA)

What Can I Expect From DVTel Support and my SLA?

Industry-Leading Service Engagement Model Leads To Greater Customer Satisfaction

Prioritized Helpdesk Support

DVTel’s Gold Service Clients enjoy Prioritized Support Helpdesk availability from 8am to 8pm Eastern Time, Monday through Friday. Upon logging a support call, Gold customers will be placed into the DVTel Helpdesk queue on a prioritized basis. DVTel Support Engineers will then answer questions from certified VAR technicians regarding system configuration, requests for specific product documentation, and troubleshooting system operation. Assistance with performing upgrades or troubleshooting complex concerns is available to Gold clientele when scheduled in advance. All inquiries should be placed via DVTel’s Support Hotline at: (888) DVTel-77.

Prioritized Remote Assistance

Gold Service Clients allowing outside access to their security system see vast improvements in response time and ultimately a higher degree of system uptime through the Remote Assistance program. This program relies on industry-standard remote assistance tools such as LogMeIn Rescue and can be custom-tailored to a given End User’s requirements to ensure complete compliance with IT security policies and procedures.

Online Support Portal

Certified Dealers with sites enrolled in the Gold Service Program have access to DVTel’s Online Support Portal, which includes advanced support troubleshooting tools such as: Knowledge Base Articles, copies of all supported Software and Firmware Versions, and a portal into DVTel’s Support Ticketing Application. This portal enables certified technicians to view the real-time status of active support cases and provide direct feedback to support questions, ultimately resulting in expedited resolution of support concerns and increased end user satisfaction.

Software Version Updates

End User systems enrolled in the Gold Service Program are provided with licenses to upgrade to the latest in IP Security Technology, maintaining all purchased features and functionality through version upgrades. Those clients without a service agreement are only provided access to their current version’s Service Packs, Hot Fixes, and Firmware Updates.

Advance RMA Processing

Gold clientele enjoy the fastest response time to in-warranty hardware concerns, including the ability to request advance replacement units of failed equipment. This service applies to all DVTel-branded hardware and commercial off-the-shelf equipment purchased through DVTel.

SLA Level	Prioritized Helpdesk Support (8am–8pm ET, M-F)	Prioritized Remote Assistance (8am–8pm ET, M-F)	Online Support Portal	Software Version Updates	Advance RMAs	24x7 Helpdesk Support	Software Review Sessions	Account Manager
Gold SLA								
Platinum SLA								